EX0-101^{Q&As}

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QUESTION 1

Which areas of service management can benefit from automation?

1.

 Design and modeling

2.

 Reporting

3.

 Pattern recognition and analysis

4.

 Detection and monitoring

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

QUESTION 2

Which of the following activities are performed by a desk?

1.

 Logging details of incidents and service requests

2.

 Providing first-line investigation and diagnosis

3.

 Restoring service

4.

 Implementing all standard changes

A. All of the above

B. 1, 2 and 3 only

C. 2 and 4 only

D. 3 and 4 only

Correct Answer: B

QUESTION 3

Which one of the following statements is CORRECT?

A. The configuration management system is part of the known error database

B. The service knowledge management system is part of the configuration management system

C. The configuration management system is part of the service knowledge management system

D. The configuration management system is part of the configuration management database

Correct Answer: C

QUESTION 4

Which of the following should IT service continuity strategy be based on?

1.

 Design of the service metrics

2.

 Business continuity strategy

3.

 Business impact analysis (BIA)

4.

 Risk assessment

A. 1, 2 and 4 only

B. 1, 2 and 3 only

C. 2, 3 and 4 only

D. 1, 3 and 4 only

Correct Answer: C

QUESTION 5

Which process is responsible for ensuring that appropriate testing takes place?

A. Knowledge management

B. Release and deployment management

C. Service asset and configuration management

D. Service level management

Correct Answer: B

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